

Where Healthier Happens



Tips for explaining the Montana PCMH Program to your patients

Introduce PCMH to your patients:

Our clinic is transforming to a Patient-Centered Medical Home. This utilizes doctors and other providers such as nurses, care coordinators, medical assistants, and behavioral consultants as a team to address your healthcare needs. We will create a care plan with you, coordinate with other locations, and assist with any other health care needs.

How is this new approach different from before?

We are bringing you into the process of your health care as an active participant. We want to know what works best for you. Providers will take more time to visit with you to address your health care needs.

Ways a patient can expect to receive better care:

- *Referrals, imaging, and labs coordinated with other facilities.*
- *Reminders about preventive health screenings such as immunizations for children or pap smears for women.*
- *Reminders for follow-up appointments.*
- *Care coordinator visits to modify your care plan without having to see a doctor.*
- *Enhanced access to care through a patient portal or electronic communication with your care team.*

What the patient should do to get the most from a PCMH:

- *Be in charge of their health by understanding conditions and what to do to stay healthy.*
- *Participate in their care by following their care plan, taking medications, and keeping appointments.*
- *Communicating with their care team by saying when they don't understand something, telling providers when they get care from other health professionals, bringing a list of questions and medicines to appointments, and informing the care team of changes in health.*